Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks/Arguments begin on page 7 of this paper.

**Amendments to the Claims:**

*This listing of claims will replace all prior versions, and listings, of claims in the application:*

1-23 (canceled herein) (These claims were incorrectly numbered 1-24 and correctly renumbered by the Examiner as claims 1-23.)

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24. (new)    A computerized method for providing end-user support, the method comprising:

receiving a request for end-user support from an end-user that is navigating a Web site;

determining a present navigation location in the Web site for the end-user;

initiating an automated support session corresponding to the determined present navigation location;

initiating a live support session; and

passing an identifier for the determined present navigation location to the live support session.

25. (new)    The method of claim 24, further comprising:

recording an automated support data item, wherein the automated support data item indicates data that was collected in the automated support session; and

passing the automated support data item to the live support session.

26. (new)    The method of claim 24, further comprising:

determining a prior navigation location in the Web site for the end-user; and

passing an identifier for the prior navigation location to the live support session.


27. (new)  The method of claim 26, further comprising:

receiving data input by the end-user that corresponds to the prior navigation

location; and

passing the data input by the end-user to the live support session.


28. (new)  The method of claim 24, further comprising:

receiving data input by the end-user that corresponds to the current navigation

location; and

passing the data input by the end-user to the live support session.


29. (new)  The method of claim 24, further comprising:

recording a live support data item, wherein the live support data item indicates

data that was collected in the live-support session; and

passing the live-support data item to the automated support session.


30. (new)  The method of claim 24, further comprising:

initiating a second automated support session; and

passing the live-support data item to the second automated support session.

31. (new) A computerized method for providing user support, the method comprising:

passing a navigation event from a content frame to an automated support frame;

initiating an automated help session in the automated support frame, the automated help session corresponding to the navigation event;

data that was collected from the user in the automated help session;

receiving automated help session initiating a live help session; and

passing the received automated help session data to the live help session.

32. (new) The method of claim 31, further comprising:

receiving content frame data that was collected from the user in the content frame;

passing the received content frame data to the automated help session.

33. (new) The method of claim 31, further comprising:

collecting content frame data from the user in the content frame; and

passing the content frame data to the live help session.

34. (new) The method of claim 31, further comprising:

passing a command from the automated support session to the content frame.

35. (new) The method of claim 31, further comprising:

passing the automated help session data to the content frame.

36. (new)    The method of claim 31, wherein the content frame originates from a first

domain and the automated support frame originates from a second domain.

37.    (new)  A computerized method for providing user support, the method

comprising:

passing a navigation event from a first frame originating from a first domain to a

second frame originating from a second domain;

determining the present navigation location within the first frame using the

navigation event; and

initiating an automated help session in the second frame, the automated help

session corresponding to the determined present navigation location.

38. (new)    The method of claim 37, further comprising:

receiving data that was collected from the user in the automated help session;

initiating a live help session; and

passing the collected data to the live help session.

39. (new)    The method of claim 37, further comprising:

receiving data that was collected from a user in the first frame; and

passing the data collected in the first frame to the second frame.

40. (new)    The method of claim 37, wherein the first frame comprises a content

frame.

41. (new)    The method of claim 37, further comprising:

passing a command from the automated help session to the first frame.

42. (new)    The method of claim 37, further comprising:

receiving data that was collected in the automated help session; and

passing the data to the first frame.

43. (new)    The method of claim 37, further comprising:

receiving data that was collected in the live help session; and

passing the data to the first frame.

44. (new)    The method of claim 37, further comprising:

receiving data that was collected from the user in the second frame; and

passing the data to the live help session.